

**SECRET**

21 January 1982

MEMORANDUM FOR:

[redacted]  
Information Handling Systems Architect

25X1

FROM:

[redacted]  
Chair, Working Group on User Productivity & Support

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SUBJECT:

Working Group IV Report

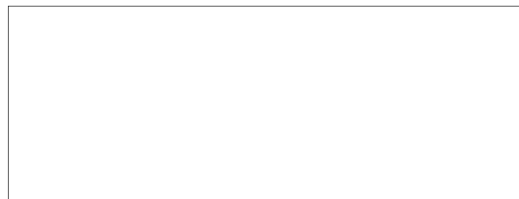
1. Attached is the report from Working Group Four on User Productivity and Support. It represents a synthesis of the views and opinions of the working group members. Those views and opinions were influenced during the course of our work by discussions with selected component managers or their representatives. Individual reservations were expressed about the completeness of the report because the compressed time schedule did not allow for as much data collection, analysis, or coordination as some would have preferred.

2. On behalf of the Group, I wish to express appreciation to your staff, particularly [redacted] for the excellent support they provided. Also, the point paper served an extremely useful purpose in providing a point of demarcation for our discussions. It allowed us to begin immediately to focus on the relevant issues.

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Attachment:  
As stated

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